

Purple Cubed and The Caterer came together to introduce these awards five years ago with a view to helping drive employee engagement, share great practice and improve hospitality's reputation as a great place to work. And it's working! From 2018 to 2019, we saw an increase in engagement score by 4%, with the average score being 81%. Here's a summary of the overall results. Very well done to everyone who made the list - keep up the good work!

2018 RESULTS IN (BRACKETS)

## HAPPINESS



**42%** of people are **HAPPY ALL THE TIME AT WORK** ↑ 5% (37%)



**53%** of people would recommend their company as **BEST PLACE TO WORK** ↑ 5% (48%)



**49%** of employees feel their **EMPLOYER TREATS THEM WELL ALL THE TIME.** ↑ 5% (44%)

**61% OF PEOPLE ARE PROUD TO WORK AT THEIR BUSINESS ALL THE TIME YET 2% NEVER ARE**

Whilst happiness at work isn't the only contributor towards employee engagement, it is an indicator of general team mood. The hospitality industry continued to address employee engagement as a key priority in 2018, especially in light of the ongoing challenges of recruiting and retaining great talent, which showed some significant improvements.



The top six categories are consistent with last year and reflect the importance of the team dynamic and culture

**KEY POINTS:** Defining your culture is a small proportion of the work; the key lies with ensuring it 'lives' within the business every day. This takes clarity, consistency, cohesiveness, with leaders at all levels as cultural role models.

Leadership and quality of onboarding are improved areas. One new entry 'similar values to me' indicates that businesses are getting this right in terms of cultural success.

**KEY POINTS:** Being paid on time seems like 'a given' however this is again highlighted as a key priority - make sure your payroll is well run, accurate and always on time. Consider flexible 'draw down' payroll arrangements, which are set to become commonplace in the near future.



Low carbon footprint tops this listing for the first time, with "green" in outlook also appearing in the top six improvements employees would like to see, highlighting employees increasing interest in and requirement for sustainable workplaces.

**KEY POINTS:** Communication again appears in this list; hardly surprising in a world where every day the human brain is bombarded with enough information to overload a laptop in a week. The solution is that everyone must take responsibility for communication, know how to do it and play their part. It's up to every leader at every level to facilitate this - starting from the top. Build trust through transparency - be clear about where you stand, though also be prepared to listen. As a minimum:

- Ensure people know where to find information centrally as and when they need it, for example via an intranet, digital platform or shared folder in the cloud.
- Use a variety of approaches to communicate an important message, repeating as necessary
- Check your people have understood by asking them

## RETENTION



**9%** of hospitality employees are **ready to leave their employer now** ↓2% (11%). The majority of those looking to leave right now have been employed 1-2 years (12%)



Those who have been with their employer the longest remain the most loyal - with those who have been employed **over five years** stating they are ready to **stay for another five years**